



### ***The Network Matters.***

ZoomSystems is available on America's largest 4G LTE network: Verizon Wireless.



[www.sierrawireless.com](http://www.sierrawireless.com)

### ***Philips Medical Systems Case Study:***

Improving efficiencies and patient care through solutions from Sierra Wireless and Verizon Wireless.

#### **Challenges:**

- + Philips Medical Systems needed to find a way to diagnose and fix issues in its mobile medical imaging centers remotely to avoid sending field engineers on location for repairs.

## **Verizon Partner Program SIERRA WIRELESS**

**Wireless routers that provide connectivity to monitor and maintain remote assets.**

Financial services. Utilities. Public safety. These types of businesses need reliable, cost effective ways to monitor and maintain their remote assets. Persistent, two-way communication between field assets and the home office or command center is critical, as is a way to monitor assets spread over extensive geographical areas. Companies that have to manually check, diagnose, or upgrade remote assets are also looking for faster, more efficient ways to monitor their systems, resolve problems, and perform basic maintenance.

Sierra Wireless AirLink™ intelligent wireless gateways provide mission-critical remote connectivity and management of fixed and mobile assets for industrial, commercial, and public safety companies, and machine-to-machine (M2M) communications.

### **Sierra Wireless mobile applications.**

Sierra Wireless gateways and software can provide a significant return on investment (ROI) by leveraging the Verizon Wireless network and integrating near real-time data into the enterprise for accurate monitoring, control, reporting, and compliance functions. Sierra Wireless is a market leader in developing third-generation (3G) wireless connection card and adapter products, embedded modules, and stand-alone intelligent devices. The company has over 14 years of experience in wireless data applications on public networks. Over 300,000 Sierra Wireless AirLink units are in operation in North America.

All Sierra Wireless AirLink devices are embedded with the ALEOS™ Intelligent Operating System and are supported by the AceWare™ suite of remote management software. ALEOS simplifies installation, operation, and maintenance of any solution and provides the persistent connection management required for unmanned applications. Deeply integrated with ALEOS, the AceWare suite of software tools offers companies full remote access, configuration, and diagnostics.

Sierra Wireless AirLink devices include the AirLink Raven XT, the AirLink Raven X, the PinPoint X, and the MP 595W.

#### **AirLink Raven XT features:**

- + Intelligent M2M gateway with a compact design, serial and USB ports, and robust processor for remote, mission-critical applications.
- + An ideal product for the utilities industry, including oil and gas, electricity, water or sewer, and wind energy.

- + In addition, Philips wanted to ensure uptime of the imaging equipment, since any downtime results in a loss of patient service and revenue for the health-care provider.

#### **Solution:**

- + Philips Medical Systems deployed AirLink PinPoint X units integrated with Linksys routers on the Verizon Wireless broadband network, and used AceWare tools and utilities to manage devices remotely.

#### **Results:**

Improved patient care by increasing equipment uptime through preventative maintenance and remote issue diagnosis.

Minimized potential revenue loss by troubleshooting issues in near real time.

Improved overall customer satisfaction through proactive system checks.

Enhanced productivity to both customers and the Philips customer service organization.

- + Acts as an intelligent gateway between a broadband network and remotely deployed assets like oil wells, remote terminal units, and programmable logic controllers.
- + Class 1, Division 2 certified for use in hazardous environments.<sup>1</sup>

#### **AirLink Raven X features:**

- + Intelligent 3G wireless gateway with an Ethernet port for high-speed data applications, including retail and point-of-sale (POS), entertainment, and mobile advertising.
- + Operates on a broadband network and acts as an intelligent gateway to various Ethernet-enabled devices.
- + Class 1, Division 2 certified for use in hazardous environments.<sup>2</sup>

#### **PinPoint X features:**

- + Intelligent 3G mobile data gateway for various in-vehicle solutions, from public safety to field service.
- + Equipped with multiple connection ports (serial, USB, and Ethernet) to support multiple in-vehicle devices and applications operating concurrently.
- + Built to withstand the harsh environment of vehicle installation.
- + United States Defense Standard (MIL-STD) 810-F certified for use in extreme environments.
- + Four digital, four analog, and two relay I/O ports enable vehicle sensor monitoring.

#### **MP 595W features:**

- + Ultra-rugged, intelligent device built for the harshest environments.
- + Multiple physical ports (serial, USB, Ethernet, and I/O) plus an 802.11 b/g access point enable multiple connection options.
- + A Wi-Fi hotspot enables users to expand the EV-DO Rev. A network around the vehicle using a vehicle area network (VAN).
- + Certified by the Society of Automotive Engineers (SAE) and meets military specifications for ruggedness against shock/vibration, rain/splash, dust/sand, salt fog, and high/low temperatures.<sup>3</sup>

#### **Business benefits of Sierra Wireless AirLink routers:**

- + Can offer a faster, more cost-effective installation and setup than landline installations.
- + Persistent, near real-time two-way communication between field and office.
- + Improved service with reduced downtime.
- + Immediate identification and relay of technical issues.
- + Can lower the cost of ownership through intelligent remote management.
  - Troubleshoot issues in near real time.
  - Reduce cost of maintenance with over-the-air debugging and configuration.
  - Avoid costly service calls for simple tasks, such as checking equipment status or updating firmware.

**Sierra Wireless AirLink routers operate with wireless networks to provide remote connectivity and management of fixed and mobile assets.**



## Choose the Best Network.

An instant voice messaging and documentation application solution is part of the equation. A widely available, stable wireless network is the rest. That's why it makes sense to choose America's largest 4G LTE network: Verizon Wireless.

### Of course, it also helps that you get:

- + Simple online account management.
- + Secure data transmission.
- + 24/7 technical support.
- + Highly responsive customer support.
- + Discounts that increase as your business grows.

## Why choose Verizon Wireless?

### Secure, high-speed wireless network.

Businesses want their employees to have more mobility; secure, high-speed access; and an extension of applications across the enterprise, all of which can strain typical IT resources. Verizon Wireless understands these demands and has constantly improved its network to offer increased mobility, access, and applications. To that end, we use CDMA technology, which provides reliable, consistent connectivity all along the Verizon Wireless broadband network.

### Customized wireless solutions for different types of businesses.

Our account executives have in-depth experience across a wide range of industries and understand how wireless solutions can enhance the processes and performance of their customers' businesses.

In addition to our prepackaged solutions, Verizon Wireless has the ability and expertise to design unique voice and data solutions to meet specific business needs. Our account teams work directly with customers to design a wireless solution to a business' exact specifications.

### Business-oriented service and support.

To aid in accounting and reconciliation functions, Verizon Wireless offers customizable business procurement and billing plan options that are scalable and flexible. Customers can see at a glance how their systems are deployed and what they cost, enabling improved wireless services management.

When you choose Verizon Wireless as your wireless service provider, you'll receive a host of benefits designed to help your business succeed:

- + Dedicated customer service and responsive technical support.
- + Flexible plans with discounts that increase as your business grows.
- + Easy online account management with My Business Account.

**Visit [verizonwireless.com/mybusinessaccount](http://verizonwireless.com/mybusinessaccount). For more information about our products, services, and pricing, please contact your Verizon Wireless business specialist or visit us at [verizonwireless.com](http://verizonwireless.com)**

<sup>1</sup> Certification for use in Class 1, Division 2, Groups A-D Hazardous Locations. Testing and certification performed by Intertek Testing Services.

<sup>2</sup> Certification for use in Class 1, Division 2, Groups A-D Hazardous Locations. Testing and certification performed by Intertek Testing Services.

<sup>3</sup> Meets military standards for ruggedness. Testing and certification performed by Quanta Labs.

This solution is available on the Verizon Wireless network. The representations as to Sierra Wireless's offerings herein are those of Sierra Wireless, and Verizon Wireless makes no representation as to their accuracy or completeness.

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